

Appendix G:
Screenshots of Relay KY Website

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7-1-1

Dial Quickly & Converse Easily

[About](#) | [Traditional Relay](#) | [Captioned Telephone](#) | [Spanish Relay](#) | [Equipment Distribution](#) | [Internet-based Relay](#) | [Contact Us](#)

NEW SERVICE -
Speech-to-Speech
Email Set Up

[Click here to learn more](#)

Dial 7-1-1 and Welcome to Kentucky Relay!

[Click here to read a Welcome letter](#)

A free public service for communication between standard (voice) users and persons who are deaf, hard-of-hearing, deaf-blind, and speech-disabled using text telephones (TTYs) or PCs via the Internet.

7-1-1 and other telephone numbers provided by Kentucky Relay.

Announcements

[Kentucky Relay Flyer](#)

I wonder if there is a way for me to contact my deaf colleague Kayla on the telephone?



[click here to pose](#)

Quick Glance

- Please, Don't Hang Up
- Kentucky Relay Customer Profile
- FAQs
- Service Feedback
- Sponsorship Request
- Sprint Relay Store
- For Active Federal Employees, Veterans or U.S. Tribal Members



Speech-to-Speech

Talk with Ease

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- Voice
- TTY
- ASCII
- TeleBraille
- Spanish
- Voice Carry-Over
- Speech-to-Speech
- Hearing Carry-Over
- 900 Toll Service
- International Calling
- TTY Public Payphones
- Directory Assistance
- Answering Machine
- Emergency Call

Enhanced Speech-to-Speech Service

Dial 7-1-1 or 1-888-244-6111

[Click to My Email Set Up](#)

My Email Set Up
In order to speed up the set-up of the call, Kentucky Relay now offers STS Email Set-up. Now, STS users can email call instructions or information 2 to 24 hours prior to the call. This can include information such as the number to be dialed, the name of the person being called, any special instructions and the subject of the call, or anything that makes it easier for the STS user to complete the call. This feature cannot be used to request a specific relay operator, schedule an STS call or be used in lieu of placing a live call.

[Click here to read My Step-by-Step Instructions](#)

[My Support - 877-787-1989](#)

Quick Glance

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CapTel®

Read, Listen & Talk Independently

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Hi mom did you want to meet for lunch today? Oh that sounds great yes that's what I was thinking that place over by the mall. I have some shopping to do will you need a ride? Alright I'll see you soon.



Contact

Kentucky Relay Program Manager, Emma Danielson, or Customer Service is available to assist with TTY calls, or to receive customer suggestions, comments and complaints. When calling about a specific incident, please remember to provide the relay operator's identification number, date and time of call. Or, for assistance during a relay call, callers may ask to speak to the relay operator's supervisor. Customer Service will also accept requests for Kentucky Relay brochures, outreach materials, presentations, or any other additional relay information.

Emma Danielson
Relay Program Manager
Kentucky Relay


- 1-877-698-5520 (TTY)
- 1-217-698-4031 (Voice)
- 1-866-410-4260 (Fax)
- emma.danielson@sprint.com (Email)

Jim Stevens, CPA
Manager
Telecommunications Revenue Requirements Branch
Kentucky Public Service Commission
211 Sower Blvd.
P.O. Box 615
Frankfort, KY 40602

- 502-564-3940 x 238 (Voice)
- 502-564-1582 (Fax)
- wjstevens@ky.gov (Email)

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Internet Relay

Connect Beyond Boundaries

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Kentucky Relay Customer Profile

The Customer Profile form allows users who access relay through a toll-free number to submit their user preferences such as:

- Frequently dialed numbers
- Emergency numbers
- Preferred carrier of choice
- Customer notes
- Many other preferences

The Relay user will have the flexibility of updating their user preferences as needed. User information is confidential and secure.

There are two ways of obtaining and filling out your Profile Form:

[Click here to type your profile form online and submit to Kentucky Relay Customer Service.](#)

[Click here to download the User's Guide](#)

[Click here to download the Customer Profile form](#)

After you finish filling out the form, please mail it to:

Quick Glance

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Voice Carry-Over

Talk with Confidence

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Telecommunications Access Program (TAP)
TAP is a program within Kentucky Commission on the Deaf and Hard of Hearing (KCDHH) that enables individuals to lead more independent lives by providing specialized equipment for communication.



TAP provides free telephone equipment to eligible Kentuckians who are deaf, hard of hearing, deafblind, or who have a speech disability that prevents them from using a standard telephone. TAP of Kentucky is funded by a surcharge on all access (both wired and wireless) lines throughout the Commonwealth of Kentucky.

Equipment Availability:


[List of Equipment Offered by TAP](#)

Eligibility:

- You must be a legal resident of the Commonwealth of Kentucky for at least one year.
- You must be at least five (5) years of age (if you are under 18 years of age, your parent/guardian will assume full responsibility for the equipment).
- You must be deaf, hard-of-hearing, speech-disabled or deaf-blind.

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Service Feedback

Are you satisfied with the Kentucky Relay Service?

Do you have any complaints, comments, concerns or suggestions for us?

Please fill out the form below and press the gray "Submit" button when you are finished. The Relay Kentucky program manager or a representative will respond to you within two business days.

All information you provide us will be strictly confidential. No information you provide will be used by Kentucky Relay for any other purpose beyond response and resolution without the express consent.

Date of Report:

Your Name:

Your E-mail:

Type of Contact:

☐ Compliment

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Appendix H:
Copies of Annual Report

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2011 ANNUAL REPORT



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Publication services provided by T.S. Writing Services
www.tswriting.com

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Dear Mr. Stevens,

Sprint is extremely pleased to have been awarded the three-year Kentucky Relay contract from March 1, 2011 to February 28, 2014. This first-ever Kentucky Relay annual report reflects the nine-month period from March 1 to December 31, 2011.

Outreach marketing materials were created during this period, providing education about Kentucky Relay, with an emphasis on telecommunications relay service (TRS) and CapTel products and services along with Internet-based relay products and services. Materials included:

- Logo
- Website
- Brochure
- TRS flyer for all relay users, including phone numbers to call those who are deaf, hearing, hard of hearing, deaf-blind or speech-disabled
- Television public service announcement (PSA) about CapTel during two periods:
 - April 25, 2011–June 27, 2011 for 1,152 broadcasts
 - October 31, 2011–January 9, 2012 for 1,156 broadcasts

To help promote relay outreach education across the state of Kentucky, two subcontractors were hired in October.

Sprint is committed to top-notch customer service, and is grateful for recognition by the Paisley Group for providing the best in TRS customer service and typing speed. The Federal Communications Commission mandates that Relay Operators (RO) type at least 60 words per minute (wpm); Sprint ROs averaged 82 wpm. In addition, the CapTel customer service department offers extended hours to better accommodate customers' schedules.

Sprint looks forward to continuing to work closely with the Kentucky Public Service Commission, the Kentucky Commission for the Deaf and Hard of Hearing, state relay users and the general community for the next two years, sharing Kentucky Relay's services and products.

Sincerely,

A handwritten signature in black ink that reads "Emma Danielson".

Emma Danielson



Outreach

Sprint was awarded the new Kentucky Relay contract and as a result, outreach education materials were developed from scratch and finalized. To show and explain telecommunications relay service (TRS) products and services, various mediums were used.

See appendices for a listing of outreach activities performed and budget.



Logo

Sprint offered to have the Kentucky Relay logo designed for the Kentucky Public Service Commission. The Public Service Commission finalized the new logo, designed by a graphic designer who is deaf.

Website

The Kentucky Relay website at www.kentuckyrelay.com contains helpful information on various topics, such as:

- TRS
- CapTel
- Spanish Relay
- Internet-based relay
- Equipment loan program



The website also provides:

- A *Please, Don't Hang Up* contact form, where customers let us know if they were hung up on because someone didn't understand relay service.
- A Kentucky Relay Customer Profile to set personal preferences such as preferred carrier of choice.
- A Service Feedback link to share feedback about Kentucky Relay.
- Links to open-captioned video clips of relay products and services, flyers, and other resources.

Website Statistics

To monitor trends on the Kentucky Relay website, the Relay Program Manager received a monthly statistics report identifying which pages were accessed most often. From March 1, 2011 to December 31, 2011, there were 57,819 hits to the website, representing the total of requests made to the server during the given time period. Figure 1 provides a monthly breakdown. The significant increase in December can be attributed to the televised CapTel public service announcement.

Fig. 1: Website Statistics

March	3,925	Aug.	4,888
April	3,544	Sept.	3,417
May	4,677	Oct.	4,911
June	5,778	Nov.	6,431
July	6,317	Dec.	13,931

Brochure

To promote Kentucky Relay services, an all-in-one brochure was created to explain the myriad relay products and services, since many consumers benefit from more than one relay service. In addition, the brochure contains information such as how to apply for telecommunications equipment from Kentucky's equipment loan program via the Kentucky Commission for the Deaf and Hard of Hearing Telecommunications Access Program (TAP).



Dial 7-1-1
Toll-free

Communicate with any caller 24 hours a day.

With Kentucky Relay, dialing 7-1-1 will connect you to a free service which allows effortless communication with people who are deaf, hard of hearing, deaf-blind, speech-disabled, or hearing.

Being able to communicate with hearing clients on the phone has made a huge difference.

7-1-1 is so easy to remember for making a call to my deaf friends.

Kentucky Relay and Sprint have joined to provide this free statewide service for all callers and users of Kentucky Relay services.

Sprint Relay

Dial 7-1-1 or use these toll free numbers

TTY 1-800-448-0056
Voice 1-800-448-0057
ACB 1-800-448-0058
Voice Carry-Over 1-800-448-0059 (new number)
Hearing Carry-Over 1-800-448-0056
Spanish-to-Spanish 1-800-244-8111
HearShare 1-800-448-0056
Spanish-to-English 1-800-448-0056
900 Real Talk Relay 1-800-222-2289

CapTel
To call a CapTel user
1-877-244-0025
For more information
www.kentuckyrelay.com/capitel

Kentucky Relay Customer Service
Customer Service
1-800-448-0057 (TDD/voice)
1-800-448-4000 (Spanish - 711 only)

Internet-based Relay

Video Relay Service
List of VRS providers
www.kentuckyrelay.com/providers

Internet Relay Service
www.kentuckyrelay.com
AT&T Relayline: Sprint
Google Talk: Jitsi/Skype: SprintRelay
For more information: www.kentuckyrelay.com

TRS Flyer

A two-page flyer (at left) was developed that listed the various TRS numbers for specific services. The new numbers for Voice Carry-Over and Spanish-to-English services are noted.

Marketing

Public Service Announcement

Kentucky Relay promoted CapTel products and services by broadcasting a public service announcement (PSA) on television 1,152 times between April 25 and June 27 and 1,156 times between October 31, 2011 and January 9, 2012 for a total of 2,308 broadcasts in the areas of:

- Bowling Green
- Lexington
- Louisville
- Paducah–Cape Girardeau, MO

The PSA, which showed Kentucky Relay's website address, was aired during high-visibility programs such as:

- AM Kentucky
- Good Morning America
- LIVE! With Regis & Kelly
- The Ellen DeGeneres Show
- The Oprah Winfrey Show
- The Price is Right
- TODAY
- Judge Jeanine Pirro
- The Dr. Oz Show
- Montel Williams
- Anderson Cooper 360°
- The Steve Wilkos Show
- The View
- Judge Judy
- Rachael Ray Show
- The Big Bang Theory
- Various news programs



The PSA was also aired during several local news broadcasts and other popular shows.

TRS Enhancements

Sprint provides monthly training updates to its relay operators, performs quarterly quality tests to ensure its relay operators are up to date on current practices and knowledge and provides refresher training. TRS enhancements are also continually honed to ensure the very highest quality in relay services.

CapTel Customer Service Hours

In June 2011, Sprint extended its CapTel customer service hours to seven days a week. Hours of operation are Monday-Friday, 7 a.m. to 7 p.m. Central, and Saturday-Sunday 8 a.m. to 5 p.m. Central. Customer service is closed on Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas, and New Year's Day.

Sprint Relay Earns Top Honors for Best Overall Customer Care and Speed of Service from Paisley Group

Overland Park, Kan., April 19, 2011—Sprint announced that it has earned top honors in Customer Care and Speed in the 2011 Paisley Group National Relay TTY Performance Index™. Sprint Telecommunications Relay Services (TRS) enable text-telephone (TTY) callers and hearing callers to communicate with one another via trained relay operators.

Paisley's National Relay TTY Performance Index included several domestic TRS providers. In the Overall Customer Care category, Sprint was the only provider to earn a perfect score. The category captures the number of critical errors that relay providers make when relaying messages (such as errors that change the meaning of the message).

In the Speed category, Sprint's relay operators earned best in class honors, exceeding the Federal Communications Commission mandated typing speed (82 words per minute versus the mandated 60 words per minute).

Sprint ranked as the best in overall WPM and Passed Calls. Sprint's blazing-fast third generation

TRS platform also contributed to the win. "Speed makes a difference in the relay industry—when callers receive faster service, government entities responsible for funding relay services are charged less time per call," said Jeff Rudolph, President and CEO of The Paisley Group Ltd. "Sprint's average conversation length of three minutes exceeds the three minutes and twenty-one seconds industry mean (2011) and stands in testament to an organization dedicated to optimal efficiency."

Sprint Relay Director Mike Ellis said, "The Paisley Group's report underscores Sprint's commitment to its customers. It has been our goal to deliver the best quality in relay services over the past 20 years, and we've consistently achieved it."

About Paisley Group, Ltd.

The Paisley Group is the leading third party quality assurance organization and independent research firm. The Paisley Groups' professional analysis provides root cause data necessary for performance benchmarking and continuous contact center improvements. Learn more about The Paisley Group at www.thepaisleygroup.com.

Kentucky Relay Statistics

Telecommunications Relay Service

The following charts indicate trends in the annual total number of session minutes and calls, relayed call volume, call origination, average speed of answer and service level, and contacts with customers. The numbers reflect the traditional relay services (such as TTY, Voice, Spanish TTY and Voice, VCO, Telebraille, and STS) currently provided by Kentucky Relay beginning March 1, 2011.

See appendix for a complete statistics report.

Session Minutes

Figure 2 displays the total monthly session minutes processed through Kentucky Relay. The total of 325,582 minutes includes all aspects of TRS services except Speech-to-Speech and CapTel.

Fig. 2: Session Minutes

March	34,468	Aug.	33,145
April	32,202	Sept.	32,259
May	32,695	Oct.	31,776
June	30,727	Nov.	32,194
July	31,122	Dec.	34,994

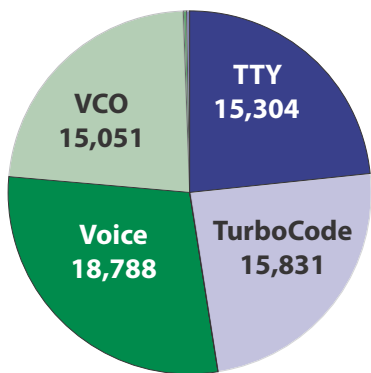
Relayed Call Volume

Figure 3 depicts the total number of completed calls processed through Kentucky Relay. The total of 147,745 calls include local, intrastate (both intralata and interlata), interstate, general assistance, toll-free, directory assistance, international and busy ring/no answer.

Fig. 3: Relayed Call Volume

March	15,146	Aug.	17,947
April	15,062	Sept.	14,401
May	14,690	Oct.	14,003
June	13,951	Nov.	14,015
July	14,223	Dec.	14,307

Figure 4:
Call Origination



Call Origination

On average, TTY and TurboCode consumers originated the highest number of call types for Kentucky Relay calls. Figure 4 lists the call types by number of calls.

ASCII: 6

HCO: 190

Deaf-Blind ASCII/Baudot: 41

Average Speed of Answer and Service Level

Figure 5 illustrates that Kentucky Relay exceeded the speed of answer requirement throughout the year. Speed of answer identifies the number of seconds required to answer a call. The daily requirement is that 85% of all calls

be answered within 10 seconds. The Average Speed of Answer (ASA) for this fiscal year was **1.0 second** and the Service Level (SVL) was **95.7% of calls** answered within 10 seconds.

Fig. 5: ASA and SVL					
Month	ASA	SVL	Month	ASA	SVL
March	1.1	95%	Aug.	.8	96%
April	.8	96%	Sept.	1.3	95%
May	.8	96%	Oct.	1.0	96%
June	1.0	95%	Nov.	1.4	95%
July	.9	97%	Dec.	.9	96%

FCC Annual Consumer Contact Log

Kentucky Relay Customer Service handled consumer contacts such as:

- Consumer database profiles
- Technical issues
- Operator performance
- Informational materials
- Commendations

Each request from a relay user is given full attention and every effort is made to satisfy the customer. The Relay Program Manager prepares and submits the Federal Communications Commission (FCC) Annual Consumer Contact Log Report to the Kentucky Relay Public Service Commission administration, which, in turn, submits the report to the FCC. For this TRS calendar year, there was one commendation and no complaints.

Projected TRS Traffic Statistics

Traffic projections help Sprint and Kentucky Relay plan ahead in order to meet certain needs for TRS. Figure 6 shows the projected numbers for January to December 2012 TRS billable session minutes, totalling 316,438 minutes.

Fig. 6: Projected TRS Traffic Statistics			
Jan.	29,250	July	24,838
Feb.	27,417	Aug.	26,408
March	28,174	Sept.	25,754
April	25,827	Oct.	24,778
May	26,482	Nov.	25,208
June	24,434	Dec.	27,868

CapTel

The following charts demonstrate the trends of our annual total number of CapTel conversation minutes and calls, call origination and contacts with customers. The numbers reflect the CapTel relay service currently provided by Kentucky Relay for the first nine months, beginning March 1, 2011.

Conversation Minutes

A breakdown of monthly minutes is shown in Figure 7. The total for this fiscal year was 477,944 CapTel conversation minutes, reflecting a 5.3% increase in a span of nine months.

Fig. 7: CapTel Conversation Minutes

March	49,838	Aug.	47,375
April	48,258	Sept.	42,640
May	50,515	Oct.	45,867
June	46,650	Nov.	48,972
July	45,365	Dec.	52,463

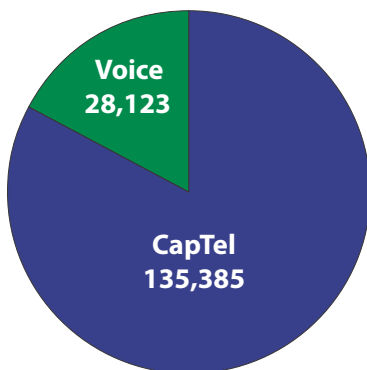
Call Volume

A total of 163,508 CapTel calls were generated this fiscal year. A breakdown of monthly call volume is displayed in Figure 8.

Fig. 8: CapTel Call Volume

March	15,609	Aug.	17,462
April	15,615	Sept.	15,045
May	16,769	Oct.	15,061
June	17,293	Nov.	15,947
July	17,463	Dec.	17,244

Figure 9: CapTel Call Origination



Call Origination

Figure 9 indicates that most Kentucky Relay CapTel calls were initiated by CapTel users.

FCC Annual Consumer Contact Log

The Relay Program Manager prepares and submits the Annual Consumer Contact Log Report to the Kentucky Relay Public Service Commission administration, which, in turn, submits the report to the FCC. For this CapTel calendar year, there were two commendations and one complaint.

Projected CapTel Traffic Statistics

Traffic projections help Sprint and Kentucky Relay plan ahead in order to keep up with CapTel trends.

Figure 10 shows the projected numbers for January to December 2012 CapTel billable conversation minutes, totaling 449,679 minutes.

Fig. 10: Projected CapTel Traffic Statistics

Jan.	40,996	July	34,786
Feb.	36,835	Aug.	36,316
March	39,647	Sept.	32,581
April	37,937	Oct.	35,687
May	39,423	Nov.	38,499
June	35,195	Dec.	41,777

Sprint Relay Enhancements

IP Relay

During the STARS conference in May 2011, Sprint launched two products:

- Mobile IP Relay for wireless devices
- Sprint Relay ID Pack, including Sprint Relay-based customized applications, wallpapers, widgets, and multimedia

Mobile IP Relay features include:

- Individual 10-digit number
- Saved conversations
- Customized font size, font colors and background colors
- Contact list, call history, and access to Sprint Relay customer service representatives
- Direct access to 911

Note: The FCC authorizes Internet Protocol (IP) relay. The Interstate TRS Fund, administered by Rolka Loube Saltzer Associates (RLSA), reimburses relay providers for intrastate and interstate minutes generated.

The State of Kentucky currently does ***not*** pay for IP relay services.



The Sprint Relay ID pack includes:

- *Sprint Mobile IP:* Access Sprint Relay on an Android™-powered mobile device running OS 2.1 or higher
- *AIM Instant Messenger:* Access traditional relay services through AIM
- *Calendar Notifier:* Receive visual alerts and reminders of events
- *Handcent SMS:* Receive visual alerts and notifications of texts
- *VideoPlayer:* View captioned videos
- *Captionfish.com:* Locate captioned movies in specific geographical areas

Wireless CapTel by Sprint

In the fall of 2011, Sprint launched Wireless CapTel by Sprint for select Android™ devices with Android™ 2.2 or higher. The application is free, and requires registration verifying that the user is deaf or hard of hearing and is a resident of the United States. After registration, users receive a unique 10-digit phone number that they can use to receive captioned calls. Calls are free and require an active Internet connection.



Also in the fall of 2011, the CapTel 800i phone software was expanded with new features, such as choosing from a fast-scrolling captioning or new smooth scrolling option. Another enhancement was the redesigned WebCapTel website at www.sprintcapter.com. With easier navigation and clearer information, Sprint customers can find information quicker.



Wireless Devices

The 4G Android™-powered product lines are one of several products that Sprint Relay offered in 2011 with a data-only plan at \$39.99 a month, available only to deaf or hard of hearing people. In October 2011, the iPhone® 4 and 4S became available to deaf or hard of hearing customers at \$54.99 per month. All wireless devices added to the Sprint Relay product line-up after mid-October 2011 were assigned the same monthly pricing plan as the iPhone®. Product information and pricing plans are available at www.sprintrelaystore.com.

Other Products and Services

To learn about Sprint Relay's products and services, and for helpful links, visit www.sprintrelay.com.

Sprint Relay Team

Sprint Public Sector—Federal and State Government

William P. White

Vice President,
Federal Programs

Mike Ellis

National TRS Director

Relay Program Management

John Moore

Branch Manager

Angie Officer

Senior Relay Program Manager

Emma Danielson

Relay Program Manager

Marketing and Product Development

Damara Paris

Branch Manager

Todd Bader

CapTel Manager

Corporate Sales

Maggie Schoolar

Branch Manager

Andrew Brenneman

Corporate Sales Manager

Billing

Kris Owara

Analyst

Wireless Sales

Ken Goulston

Account Executive

Customer Service

Brian Adamson

Supervisor

Appendices

Outreach Activities

Date	Event	City	Relay (R), CapTel (C), Both (B)	Number of Participants	Presentation, Demonstration, Exhibit
March					
N/A					
April					
7	KY Advisory Board Meeting	Frankfort		8	Meeting
May					
N/A					
June					
16-19	KAD Conference	Lexington	B	80	Exhibit/Sponsor
19-23	American Association for the Deaf Blind Conference	Fort Mitchell	B	600	Exhibit
July					
N/A					
August					
18-28	Sponsored the KY Commission for the Deaf and Hard of Hearing's booth at the KY State Fair	Louisville	B	8,000	Sponsor
September					
N/A					
October					
6	KY Advisory Board Meeting	Frankfort		10	Meeting
7	Trained two outreach contractors	Frankfort	B		Outreach Training
November					
N/A					
December					
N/A					
TOTAL				8,698	

Outreach Budget

Starting Balance:	\$50,000 (\$40K for outreach and \$10K for board meetings)
Start Up Costs:	
Domain name	
Pictures for website	
Web designer's time	
Reserved Also network for KY Relay URL	\$4,463.27
Outreach	
Two CapTel 800 phone for contractors	
Outreach contractors' training	
Outreach contractors' invoices	
Travel to KAD/AADB	
Four KY Relay shirts for contractors	\$3,972.64
Marketing/Giveaways	
Developed KY brochures	
Printed KY and KY Braille brochures	
Printed KY Relay flyers	
Two KY Relay tablecloths	
KY Relay Hanging Banner	
Korem monthly map	
Developed KY DVD for deaf/blind conference	\$22,224.70
Sponsorships	\$13,000.00
Advisory Board Meetings	
Interpreters	
CART sesrvices	
Advisory board member reimbursements	
Travel expenses	\$3,986.10
Phone Bills/Directory Listings	\$389.17
Total Spent	\$48,035.88

TRS and CapTel Statistics

	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	TOTAL
Incoming Calls Offered	13,834	13,843	13,234	12,774	13,018	16,632	13,232	12,679	12,946	13,000	135,192
Incoming Calls Answered	13,473	13,550	12,923	12,378	12,677	16,303	12,826	12,358	12,521	12,630	131,639
Abandoned in Queue	361	293	311	366	341	329	406	321	425	370	3,523
Blockage	-	-	-	-	-	-	-	-	-	-	0
Total Number of Relayed Calls (Line 5)	15,146	15,062	14,690	13,951	14,223	17,947	14,401	14,003	14,015	14,307	147,745
Total Number of Completed Calls	5,245	4,810	4,993	4,708	4,984	4,946	4,835	5,202	5,092	5,220	50,035
Total Number of Subscribers/Users	6,015	6,437	5,902	5,648	5,555	6,956	5,670	5,329	5,584	5,368	58,464
Average Weekend Calls	379	407	402	374	376	367	363	329	370	353	3,720
Average Weekday Calls	527	543	503	498	498	653	523	510	502	506	5,263
SERVICE QUALITY											AVG.
Average Speed of Answer (ASA)	1.10	0.80	0.80	1.00	0.90	0.80	1.30	1.00	1.40	0.90	1.0
Service Level (SVL)	95%	96%	96%	95%	97%	96%	95%	96%	95%	96%	95.7%
TOTAL											
Complaints: TRS	-	-	-	-	-	-	-	-	-	-	0
Commendations: TRS	-	-	-	1	-	-	-	-	-	-	1
RELAY MINUTES OF USE											
Total Session Minutes of Service	34,468	32,202	32,695	30,727	31,122	33,145	32,259	31,776	32,194	34,994	325,582
Less Interstate Minutes	976	1,105	637	889	903	1,213	992	1,413	1,242	1,213	10,582
Less International Minutes	19	-	1	8	2	1	-	1	5	-	36
Less Interstate Toll-Free Minutes (51%)	2,101	1,437	1,619	1,776	1,667	1,600	1,681	1,893	1,981	1,757	17,511
Less Interstate Directory Assistance	-	7	8	-	18	4	6	-	-	-	44
Less 900 Minutes (51%)	-	-	-	-	-	-	-	-	-	-	-
Billable Minutes to State of KY	32,372	29,654	30,431	28,053	28,532	30,327	29,581	28,469	28,965	32,024	298,409
OUTBOUND CALLS BY PRODUCT TYPE											TOTAL
TTY	1,716	1,430	1,438	1,566	1,512	1,628	1,512	1,556	1,409	1,537	15,304
Turbo-Code	1,543	1,345	1,785	1,427	1,533	1,448	1,499	1,679	1,816	1,756	15,831
ASCII	-	-	-	-	-	2	-	4	-	-	6
Voice	2,140	2,023	1,704	1,546	1,761	1,836	1,805	2,131	1,981	1,861	18,788
Voice Carryover	1,510	1,579	1,454	1,514	1,598	1,618	1,496	1,397	1,399	1,486	15,051
Hearing Carryover	20	18	20	19	17	16	6	6	20	48	190
Deaf/Blind ASCII/Baudot	17	4	1	19	-	-	-	-	-	-	41
SPEECH-TO-SPEECH											
Total Speech-to-Speech Minutes	12	32	8	32	17	27	26	11	10	8	183
Less Interstate Minutes	-	-	-	3	-	-	-	-	-	-	3
Billable Intrastate STS Session Minutes	12	32	8	32	17	-	21	11	10	8	150
GRAND TOTAL BILLABLE SESSION MINS	32,384	29,686	30,439	28,085	28,549	30,327	29,602	28,480	28,975	32,032	298,559
CapTel											TOTAL
Call Count	15,609	15,615	16,769	17,293	17,463	17,462	15,045	15,061	15,947	17,244	163,508
Call Data	12,939	12,883	13,798	14,365	14,446	14,472	12,513	12,537	13,278	14,154	135,385
Call Voice	2,670	2,732	2,971	2,928	3,017	2,990	2,532	2,524	2,669	3,090	28,123
AVG.											
Average Conversation Minutes Per Call	3.19	3.09	3.01	2.70	2.60	2.71	2.83	3.05	3.49	3.04	3
Average Speed of Answer (ASA)	0.7	0.64	0.62	0.69	0.71	0.89	0.85	0.83	0.86	0.70	0.75
Service Level (SVL)	99.4%	99.6%	99.7%	99.3%	99.4%	98.6%	98.8%	98.7%	98.7%	99.4%	99.2%
SERVICE QUALITY											TOTAL
Complaints: CapTel	-	-	-	-	-	-	-	1	-	-	1
Commendations: CapTel	-	-	-	-	-	-	-	-	1	1	2

	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	TOTAL
Total CapTel Conversation Minutes	49,838	48,258	50,515	46,650	45,365	47,375	42,640	45,867	48,972	52,463	477,944
Less Interstate Conversation Minutes	9,205	9,600	10,316	10,829	9,990	10,416	9,371	9,547	9,829	9,874	98,978
Less International Conversation Minutes	5	7	5	10	33	48	22	0	41	6	178
Less Interstate Toll-Free Minutes (51%)	1,683	1,350	1,468	1,204	1,102	1,134	1,226	1,313	1,350	1,559	13,389
Less in 2 Line (11%)	453	469	451	436	467	520	389	360	375	464	4,383
Billable Intrastate CapTel Minutes	38,492	36,832	38,275	34,170	33,773	35,258	31,632	34,648	37,377	40,560	361,016